

## **WORKERS' COMPENSATION TPA RFP QUESTIONS AND ANSWERS**

1. **Question:** What is the actual deadline for receipt of proposals by the City?

**Answer:** April 19, 2021

2. **Question:** Provide a 5-year loss run.

**Answer:** A 5-year claim loss history containing non-confidential data is available upon request. Please email Rina Winston at [rwinston@alamedacityattorney.org](mailto:rwinston@alamedacityattorney.org) to request a copy. A response will be provided within one business day.

3. **Question:** Provide the average number of new claims per year broken down by indemnity, medical only, and future medical.

**Answer:** Indemnity 46; Medical only 20; Future medical 9.

4. **Question:** Of the 174 open indemnity claims mentioned on page 19 of the RFP, how many are future medical?

**Answer:** 84 open future medical claims

5. **Question:** Provide the average annual volume of bills with associated charges, recommended allowance, gross and net savings.

**Answer:** 2,362 average bills per year, \$2,585,708 average billed charges per year, \$624,844 average recommended allowance per year, 71% average gross savings per year, 64% average net savings per year

6. **Question:** How many pharmacy bills does the City average per year?

**Answer:** 465 average bills per year

7. **Question:** Provide the current staffing model provided by the incumbent TPA.

**Answer:** Designated indemnity and Designated FM/MO

8. **Question:** How many indemnity and future medical claims are currently handled by each position?

**Answer:** Indemnity 87 FM/MO 87

9. **Question:** What is the average annual volume of telephonic case management and field case management cases?

**Answer:** 11 average telephone and field cases combined

10. **Question:** What is the volume of nurse triage calls?

**Answer:** The City does not use this service

11. **Question:** Provide the annual volume of UR completed by adjuster, UR nurses, and medical director. Of those, how many go to peer review?

**Answer:** 909 average UR volume per year, 469 average peer review volume per year

12. **Question:** Are all claims soft copy or is the City transferring hard copy files?

**Answer:** No hardcopy files

13. **Question:** When submitting a proposal, would the City like it to be submitted both electronically and in paper? If paper, how many copies?

**Answer:** The proposal can be submitted either via email or by mail. One copy is sufficient. Please see <https://www.alamedaca.gov/BUSINESS/Bid-on-City-Contracts/Workers-Comp-TPA-RFP>

14. **Question:** For staffing purposes, we note that the maximum caseload is to be 150 open indemnity claims per examiner. Employers have different preferences on how to value future medical claims. Some consider them to be weighted on a 1/1 ratio to an indemnity claims and others prefer 2/1 future medical claim/indemnity claim. How would the City prefer we count future medical claims?

**Answer:** 1/1

**15. Question:** Will there be a separate RFP for pharmacy benefits?

**Answer:** The City of Alameda will not be issuing an RFP for Workers' Compensation Pharmacy benefits.

**16. Question:** Can companies from outside the US apply for this?

**Answer:** Yes, but the applicant must meet the necessary state qualifications. Please <https://www.dir.ca.gov/osip/examination.htm> and <https://www.dir.ca.gov/t8/15452.html> for more information about requisite qualifications.

**17. Question:** Will the TPA need to come to Alameda for meetings, or can all meetings be video/teleconferencing?

**Answer:** No, video/telephone conferencing is sufficient.

**18. Question:** Can the tasks related to the RFP be performed outside the USA?

**Answer:** Yes.